

# Regional Library Improvement Program: Improve One, Lose One

by Heidi Sandstrom

ARIZONA

CALIFORNIA

HAWAII

NEVADA

PACIFIC  
BASIN

Earlier this year, the Pacific Southwest Regional Medical Library (PSRML) selected two hospital libraries as sites for implementing its Library Improvement Program. This program, based on a project that was developed in the Mississippi Delta, assists hospitals in improving the level of information services they currently provide to their health professionals. The program is implemented over an eighteen month period. The two sites were selected during the first year of our 1996-2001 contract, and an additional two or three sites will be selected during the third year of the contract. This program is one of the ways PSRML is fulfilling its contract goals to help health care institutions provide health professionals with timely,

convenient access to biomedical and health care information through the Internet and other electronic resources.

The Library Improvement Program focuses on bringing information technology to small hospital libraries that have no form of access to MEDLARS databases. It can also assist these hospitals in meeting the Joint Commission accreditation standard for knowledge-based information which states, "The

hospital provides systems, resources, and services to meet its needs for knowledge-based information in patient care, education, research, and management."



*Rachel Villegas, Assistant Library Manager (left) & Diane Nettles, Library Manager (right) at EMC*

East Bay Hospital in Richmond, CA

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## Latitudes

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# **Pacific Southwest Regional Medical Library (PSRML)**



*Headquarters for  
Region 7, NN/LM*

*Louise M. Darling  
Biomedical Library  
UCLA*

*12-077 Center for the  
Health Sciences  
Box 951798  
Los Angeles, CA  
90095-1798  
(800) 338-RMLS  
(310) 825-1200  
FAX: (310) 825-5389*

[www.nlm.nih.gov/psr](http://www.nlm.nih.gov/psr)

**Internet user name**  
*(listed below)*  
**followed by**  
**@library.ucla.edu**

## **Staff Directory**

*Alison Bunting  
Director (abunting)*

*Beryl Glitz  
Associate Director (bglitz)*

*Claire Hamasu  
Outreach Coordinator  
(chamasu)*

*Jules Darren  
Information Technology  
Coordinator (jdarren)*

*Heidi Sandstrom  
Network Coordinator  
(heidits)*

*Michael Miller  
Administrative Assistant  
(mmiller)*

*Nadene McDonald  
Administrative Assistant  
Latitudes Production Mgr.  
(mcdonald)*

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## *(Library Improvement, continued from page1)*

and Emanuel Medical Center in Turlock were selected from a larger pool of eligible hospitals as the initial sites. They both met the minimum requirements for participation, and the administrators at each facility were very enthusiastic about improving their information services. Neither hospital was affiliated with a larger health care system.

East Bay Hospital, an 87-bed acute care facility, provided psychiatric care to adults suffering from behavioral disturbances, and had 60 medical and affiliate staff, and 150 employees. Their small library collection was housed in a spacious medical staff lounge. After an initial site inspection and survey of library services, computer equipment and software were delivered and Internet services established. The library manager, key personnel and hospital staff were trained in literature searching via Internet Grateful Med, and a Loansome Doc account was established for document delivery. Resources which address ways to optimize library services and collections were provided to the site. Unfortunately, we received notification last month that East Bay Hospital has closed. Although we didn't get the chance to accomplish all of our goals at East Bay, our efforts did raise the level of awareness of NLM and NN/LM resources on the Internet and of the accessibility of health-related information.

Emanuel Medical Center, a 149-bed acute care facility, provides general medical, surgical and obstetric care, has about 190 medical and affiliate staff, and approximately 1,000 employees. EMC also owns a 149-bed skilled nursing facility adjacent to the hospital. Its library collection, which includes 60 serial titles, is housed in a small room across from the medical staff lounge. EMC's library manager,

key personnel, and hospital staff received the same training as did East Bay Hospital, but received additional training in the use of DOCLINE. EMC's serials holdings have been entered into the SERHOLD database, and it has subsequently become a full participant in DOCLINE. Prior to its participation in this program Emanuel did not have Internet access, and relied on nearby Memorial Hospitals Association's Health Science Library for most of its document delivery needs. The response of physicians and other staff members to our training has been very enthusiastic. The use of Internet Grateful Med has been encouraged through hospitalwide inservice classes.

As mentioned earlier, we would like to expand this program to include two or three more sites. Potential Library Improvement sites must meet the following minimum requirements to be eligible for the program:

- a minimum collection of ten current journal titles
- twenty-five books with 50% of the books published within the last five years
- one salaried employee responsible for library services for at least .25 FTE
- a minimum of 120 square feet of dedicated library space, easily accessible to all hospital personnel
- the availability of a dedicated telephone line

We are excited about this new opportunity to expand library services in our region and to help more libraries become a vital part of the National Information Infrastructure. Please let us know if your facility or another facility that you are aware of would like to be considered for this program. If you have further questions about the Library Improvement Program, we would welcome your call. ★

# “House Calls on the House”— Free MEDLARS

by Claire Hamasu

Vice President Albert Gore, in a momentous yet playful press conference, announced free access to the National Library of Medicine’s MEDLINE database using the World Wide Web. On June 26, 1997 many dignitaries including Donald Lindberg, Director of the National Library of Medicine, Senator Arlen Specter (R) PA, representatives from the Medical Library Association, and representatives from journals that have full-text links to MEDLINE gathered in the Dirksen Senate Office Building to witness the event. One of the speakers that morning, Senator Thomas Harkin (D) IA, described the change from fee to free as making available “house calls on the house”.

With helpful prompts from David Lipman Director of the National Center for Biotechnology (NCBI) the Vice President demonstrated the usefulness of MEDLINE by performing three searches on PubMed.

While playing a pick-up game of basketball, the Vice

President had ruptured his achilles tendon. The first search looked for recommendations on treating this condition.

**Search strategy used:**  
**Achilles repair casting**

As the father of four children, Vice President Gore was very familiar with recurring ear infections. His next search pulled up a surprising reference recommending that children chew Xylitol chewing gum as a way of preventing ear infections.

**Search strategy used:**  
**Prevention otitis recurrent**

The last search was an example of an unsophisticated searcher entering search strategies in natural language. It also illustrated that intelligent systems can interpret natural language statements and produce results, but they may not be the best results for answering the question. The topic was the efficacy of flu shots. Vice President Gore typed in “Should I get a flu shot?” PubMed retrieved many articles but it was difficult to find one that spoke to the selected subject. Following instructions from Mr. Lipman,

a revised search statement retrieved citations enumerating the cost benefits of an immunized work force and advising flu shots as one of the best prevention actions that the elderly can take against influenza.

**Search strategy used:**  
**effectiveness influenza vaccine**

The two Web sites providing free access to the National Library of Medicine databases are Internet Grateful Med (<http://igm.nlm.nih.gov>) and PubMed (<http://www.ncbi.nlm.nih.gov/PubMed>). The chart below can be used to determine which interface to use for your search question. (See *Latitudes* page 5 for more information on searching PubMed) IGM searchers who want to use the Loansome Doc feature must still have a MEDLARS id code/password. Online Services Applications for code/password are available from PSRML or you can download it from <ftp://nlmpubs.nlm.nih.gov/nlminfo/agreements/userid.txt> ★

	Internet Grateful Med	PubMed
<b>Databases:</b>	MEDLINE, PREMEDLINE, OLDMEDLINE, SDILINE, HealthSTAR AIDSLINE, AIDS DRUGS, AIDSTRIALS, DIRLINE, HISTLINE, HSRPROJ	PREMEDLINE, MEDLINE searched as one database
<b>Search Levels:</b>	One (However, command language search override exists)	Three - Basic, Advanced, Clinical
<b>Document Delivery:</b>	Loansome Doc (fee may be charged)	Links to about 30 online journals (fee may be charged)
<b>Other Links:</b>	Images from the History of Medicine, Agency for Health Care Policy and Research Clinical Practice Guidelines	Bibliography of related articles

## EXHIBITING WITH PSRML - YOU MEET THE NICEST PEOPLE?

The National Network of Libraries of Medicine (NN/LM) exhibit at the American Veterinary Medical Association (AVMA) Annual Meeting in July was a popular attraction, especially since the news of free access to IGM and PubMed spread quickly among the veterinarians in attendance. The NLM booth was a major center of

attention, with all kinds of visitors...some of them quite unexpected!

Joan Zenan (University of Reno, Nevada) and Rebecca Davis (UC Davis) assisted PSRML staff at the booth. Working at a health professional exhibit is a good way of practicing your demonstration/training skills; it's also a

great way to meet people and even non-people! If you'd like to work with us at an up-coming exhibit, check out our Web page ([www.nlm.nih.gov/psr/outreach/exsched.html](http://www.nlm.nih.gov/psr/outreach/exsched.html)) for future meeting dates. ★



*Beethoven, one of the many visitors to the NLM booth - when asked how much he thought NLM had reduced the price of MEDLINE searching, he replied "Arf!". We were happy to be able to tell him it was free!*

## And Now for the Winner...

*by Heidi Sandstrom*

Once again, gold is in our midst in Region 7! Congratulations to Sally Kilby of the California Hospital Medical Center Library in Los Angeles, for the winning search strategy she submitted to NLM in response to the "Gold Standard Search" article in the January-February 1997 issue of the *NLM Technical Bulletin*. There were two "wins" and an honorable mention given for this search.

***The search request was:  
Does zinc work in treating  
the common cold?***

Because the subject of this search is purely clinical, the MEDLINE file offers the most comprehensive coverage of this search topic. However, the most recent citation and the oldest electronic citation on this subject can be found in PREMEDLINE and OLDMEDLINE. Only Sally's submission included these files in her search strategy. More information about this search can be found in the May-June 1997 issue (No. 296) of the *NLM Technical Bulletin*.

This is Sally's second submission for a "Gold Standard Search" and she states that it was easier the second time around; she had already received search requests for this topic from her own library users. Look for the results of the next "Gold Standard Search" in the September-October 1997 issue of the *Technical Bulletin*. By the way, does zinc "cure" the common cold? ★

## Internet Survey Results

*By Michael Miller*

In April of this year the National Library of Medicine sent out an Internet Access survey to Network libraries in the entire NN/LM in order to determine the status of Internet access among Network libraries. We would like to say thanks to all of you who responded to this survey. To date we have received an approximate 90% return rate, which is wonderful considering that 636 surveys were originally sent out. Final results will be available in the near future and will be announced on our WWW Page and in our newsletter *Latitudes*.

We also received many good suggestions and comments and will try to take them into consideration. Thanks again for all of your ideas and information; we always appreciate your time and effort.



# PubMed: Initial Impressions

Reprinted with permission from *NN/LM, Pacific Northwest Region, Supplement, Summer 1997*.

By Linda Milgrom and Michael Boer

The National Library of Medicine's new search system, PubMed, gives us a powerful new interface to Medline. With links to "related articles" and publishers' Web sites, PubMed offers search, refinement, display, and delivery features previously unavailable. Along with IGM, PubMed is now accessible without charge worldwide. Our users are hearing about it, and we will all need some experience with PubMed to respond to their questions. There is extensive online help and documentation—click on "overview" or "help." This new system does not look or feel like Elhill, Grateful Med, or commercial engines.

## Searching

There are at least three ways to begin a search in PubMed: basic, advanced, and clinical queries. Your most obvious option is to use the search box on the PubMed homepage (basic search). You enter words or phrases, press the return key (or click on "search"), and PubMed displays search results in brief form. Clicking on an author's name takes you to a full record. You may use your browser's navigation capabilities to return to the brief display, print, or move elsewhere. Although this "basic" search seems intended for simple queries, the documentation explains how to use it with truncation, qualifiers, even complex Boolean searching.

Clicking on **Advanced Search** takes you to a slightly more complex input screen. Here you can more easily limit the term(s) you enter (e.g., MeSH, textword,

author, UI). You also have a detailed "neighbor" capability (PubMed calls this "list terms mode"). If you change the mode default from "automatic" to "list terms," PubMed will perform the equivalent of an Elhill "neighbor" command. From the resulting display, you can select one or more terms to search. PubMed displays the number of citations retrieved in "current query." Click to "retrieve" (in brief form) all citations which match your search strategy. You can choose to limit by publication date and/or set the number of citations per page before you click "retrieve." You can also choose to narrow your search by using "add term to query." The other option on this page is to "modify current query" which allows you to use other Boolean operators, although using the current version of this form is somewhat confusing.

The third way to enter your search is to click on **Clinical Queries**. Building on work by Haynes and others at McMaster University, this approach to PubMed uses stored search strategies (filters) to locate studies which focus on therapy, diagnosis, etiology, or prognosis of clinical conditions. You will want to read the background information and review the fascinating "table for clinical queries using research methodology filters." This is a very interesting application of the work on evidence-based medicine and filtering.

Some of the most powerful features of PubMed appear after you get an initial retrieval,

regardless of the input form you've used. PubMed has precomputed sets of related articles for each article in the database. The relationships are based on statistical properties of words used in the title, abstract, and MeSH headings. Your initial search strategy does not need to be overly detailed, since you will have the opportunity to select the "best" article(s) from your retrieval set and link to logical neighbors.

PubMed provides many other links. As its name implies, NLM is working with publishers in this endeavor. When possible, PubMed provides links to the Web sites of publishers so that users can retrieve the full documents. Obviously, licensing agreements will be important, but we can expect the number of participating publishers will grow. Collaboration with publishers also benefits NLM, since formatted data supplied electronically by publishers will speed the input process.

PubMed is an outgrowth of the Entrez retrieval system developed by the National Center for Biotechnology Information (NCBI) at NLM. Originally the system was used for sequence and structural records in molecular biology. Searching for related DNA or protein sequences is fundamental to scientists in these fields. You can use PubMed to search GenBank, genome, or structural databases directly or you may link to sequence data from the bibliographic records retrieved in your PubMed search. ★

# HHS FACT SHEET

## HHS CONSUMER HEALTH INFORMATION WEB SITES

*Provided by NLM*

**W**ith more than 60 central World Wide Web sites on eight separate Web domains, the Department of Health and Human Services presents one of the richest and most reliable sources of information on the Internet. HHS documents on the Web include information on health and social issues, research-related data, and access to HHS services, including interactive sites.

For health information especially, the HHS sites are a unique resource. Consumers and professionals alike can find extensive health information, including data which is produced or supported by HHS agencies, as well as links to other information from sources that have been found reliable by HHS experts. It has been estimated that more than 10,000 health-related sites are on the Web. HHS Web sites and gateways can shorten searches and produce reliable information.

### **Major HHS health information Web sites include:**

**HEALTHFINDER**, <http://www.healthfinder.gov> — A gateway site to help consumers find health and human services information quickly. HEALTHFINDER includes links to more than 1,250 Web sites, including more than 250 federal sites and 1,000 state, local, not-for-profit, university and other consumer health resources. Topics are organized in a subject index. With more than 7 million hits in its first two months of operations, HEALTHFINDER is currently rated fifth among

consumers' favorite Web sites on the "Web 100" list.

**MEDLINE**, <http://www.nlm.nih.gov> — The world's most extensive collection of published medical information, coordinated by the National Library of Medicine. Originally designed primarily for health professionals and researchers, MEDLINE is also valuable for students and for those seeking more specific information about health conditions, research and treatment. Free access to MEDLINE was initiated June 26. "PubMed," a free on-line service, will provide direct Web links between MEDLINE abstracts and the publishers of full-text articles.

**NIH HEALTH INFORMATION PAGE**, <http://www.nih.gov/health/> — Provides a single access point to the consumer health information resources of the National Institutes of Health, including the NIH Health Information Index, NIH publications and clearinghouses and the Combined Health Information Database.

### **Some other HHS consumer health information sites of special interest include:**

**CANCERNET**, <http://cancernet.nci.nih.gov> — Provides up-to-date, accurate medical information on cancer. Also contains a directory of genetic counselors, physicians, geneticists and nurses who have expertise in counseling about familial risk and genetic testing for cancer. More cancer information is also available from the National Cancer Institute

(<http://rex.nci.nih.gov>)

**MAMMOGRAPHY**, <http://www.fda.gov/cdrh/faclist.html> — Listing of facilities providing mammography which are certified by the Food and Drug Administration as meeting baseline quality standards. The list is searchable by area or zip code.

**IMMUNIZATION**, <http://www.cdc.gov/nip/home.htm> — Answers frequently-asked questions about childhood immunization, including current recommendations on what shots children need and when.

**TRAVELERS INFORMATION**, <http://www.cdc.gov/travel/travel.htm> — Provides international travelers with current information on disease outbreaks and health issues. Includes information on recommended vaccinations, and links to CDC's Vessel Sanitation Program for sanitation inspections on international cruise ships.

**TREATMENT FINDINGS**, <http://www.ahcpr.gov> — HHS' Agency for Health Care Policy and Research provides data to help consumers make informed health care decisions about specific health conditions, prescriptions and other treatment issues. The site offers research results on what has been found to work best.

**SUBSTANCE ABUSE**, <http://www.samhsa.gov> — Information about substance abuse treatment and prevention. In addition, the National Clearinghouse for Alcohol and

*(Continued on page 7)*

# Truth in Lending

by Heidi Sandstrom

Last month, the Technical Services division of NLM sent us its annual *DOCUSER Reporting Level Report*. It listed the number of serials holdings statements in Level 3 and Level X for each of the 389 SERHOLD participants in our Region. Level 3 is the preferred method of reporting holdings to SERHOLD, in symbols that can be read by DOCLINE when it routes ILL requests.

**So what IS Level X and what does all of this mean?** Level X is a method of reporting holdings to SERHOLD in symbols **not** read by DOCLINE when it routes ILL requests. Therefore, DOCLINE cannot determine which years/volumes of a journal are held by your library when the holdings are in Level X; the system

automatically routes requests as if you owned every volume/year of that journal or as if you owned no volume/year of that journal, depending on the publication and acquisition status codes found in the holdings statement. For a lending library, maintaining holdings in Level X can lower the fill rate and increase the ILL workload substantially, while increasing the turnaround time for borrowing libraries. If you often cite NOT as the reason you are unable to fill a request, you may have a large number of holdings in Level X. In effect, Level X holdings may tell a borrower that you can lend items that you do not actually own.

Only eleven libraries (fewer than 3% of Region 7 SERHOLD participants) have more than

10% of their holdings in Level X. An additional 13 libraries have between 5-10% of their holdings in Level X; the remaining 365 libraries have fewer than 5% of their holdings statements in Level X. Three of our Resource Libraries managed to significantly **reduce** their Level X holdings over this past year.

A letter has been sent to all those libraries which have 5% or more of their holdings reported in Level X. It outlines steps you can take to upgrade these holdings to Level 3, so that DOCLINE can route more accurately. If you would like additional information about how many of your serials titles are in Level X, don't hesitate to contact us. **DON'T** let Level X holdings reduce your effectiveness as an ILL partner.★

*(HHS Fact sheet, continued from page 6)*

Drug Information is found at <http://www.health.org>, and background on research is available from the National Institute on Drug Abuse (<http://www.nida.nih.gov>) and the National Institute on Alcohol Abuse and Alcoholism (<http://www.niaaa.nih.gov>).

**AGING**, <http://www.nih.gov/nia> — Information from the National Institute on Aging regarding a wide range of topics, from specific diseases or health conditions to treatments and research. In addition, specific information from NIA about Alzheimers Disease is available (<http://www.alzheimers.org/adear>). Information about aging services and care is available from

HHS' Administration on Aging (<http://www.aoa.dhhs.gov/elderpage.html>), and information about Medicare is available from HHS' Health Care Financing Administration (<http://www.hcfa.gov>).

## KEY HHS WEB ADDRESSES

- Department of Health and Human Services - [www.hhs.gov](http://www.hhs.gov)
- Agency for Health Care Policy and Research (AHCPR) - [www.ahcpr.gov](http://www.ahcpr.gov)
- Centers for Disease Control and Prevention (CDC) - [www.cdc.gov](http://www.cdc.gov)
- Food and Drug Administration (FDA) - [www.fda.gov](http://www.fda.gov)
- Health Resources and Services Administration (HRSA) - [www.hrsa.dhhs.gov](http://www.hrsa.dhhs.gov)
- Indian Health Service (IHS) - [www.ihs.gov](http://www.ihs.gov)
- National Institutes of Health (NIH) - [www.nih.gov](http://www.nih.gov)
- Substance Abuse and Mental Health Services Administration (SAMHSA) - [www.samhsa.gov](http://www.samhsa.gov)
- Administration for Children and Families (ACF) - [www.acf.dhhs.gov](http://www.acf.dhhs.gov)
- Administration on Aging (AoA) - [www.aoa.dhhs.gov](http://www.aoa.dhhs.gov)
- Health Care Financing Administration (HCFA) - [www.hcfa.gov](http://www.hcfa.gov) (Medicare and Medicaid) ★

## Videotapes from PSRML

**P**SRML has a number of videotapes which are of interest to health sciences libraries in our Region and are available for loan. These are all VHS, ½" tapes. Call the PSRML office at (800) 338-7657 or (310) 825-1200 or email mcdonald@library.ucla.edu if you would like to borrow any of the following:

**MLA DOCKIT#10: Accreditation and the Hospital Library.** This videotape will be available soon, so you can request to have your name put on our waiting list.

**FREE MEDLINE News Conference.** National Library of Medicine, June 26, 1997. 37:20 minutes

**The Future for Librarians: Positioning Yourself for Success!** Sponsored by AALA, MLA & SLA, March, 1997. 3 hours.

**Your Key to Medical Information.** National Library of Medicine, May, 1996, 11¼ minutes.

**Getting Started...a MEDLARS Overview.** National Library of Medicine, 1996. This videotape is used during the *Fundamentals of MEDLARS* class. 11:25 minutes

**Getting Started...the MeSH Vocabulary.** National Library of Medicine, 1996. This videotape is used during the *Fundamentals of MEDLARS* class.

**Technology Awareness/Transfer Conference: Internet-able Health Care.** Three tapes from the April 1996 Conference held at UC San Diego. (A) Daniel Masys, MD, *Health Care and the Internet*. (B) Michael Kienzie, MD, *Reaching Out to Rural Health Care Practitioners*. (C) Ted Shortliffe, MD, *The Future of Electronic Information in Support of Health and Health Care*. (D) Panel discussion.

**The Role of the Library in Accreditation.** Sponsored by MLA, March, 1996, 1½ hours.

**Internet Healthcare Resources and Information Management.** Produced by NN/LM, New England Region and the University of Connecticut Health Center, June, 1995. 9 minutes.

**Iowa Telemedicine: The Future is Now.** Produced by NN/LM, Greater Midwest Region, January, 1995.

**DOCLINE for Document Delivery.** National Library of Medicine, 1994. 22 minutes.

**NLM Highlights - Information Stat: Rx for Hospital Quality.** National Library of Medicine. A series of 24 individual segments from the telecasts on October 22 and November 5, 1992. These short segments can be used at meetings or presentations concerning the role of the hospital library.

**NLM and the Internet.** National Library of Medicine, 1994, 6 minutes.

**Online Clinical Practice Guidelines.** National Library of Medicine, 1994, 5½ minutes.

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### CD ROM AVAILABLE

**The Visible Human Project Conference Proceedings.** National Library of Medicine, October, 1996. ★

**NOTE:** These materials are only available for loan to health sciences libraries within Region 7.



# Regional Listserv Update

by Beryl Glitz

**Background:** In June 1994, PSRML developed a listserv (RMLRG7-L) to provide a more timely method of sharing information with network member libraries on RML, NLM, and Network issues. With the list we can rapidly share news and information, and elicit comments, suggestions, and other member information. Our aim was not to duplicate other regional and national lists such as our MLA chapter lists and MEDLIB-L. The RMLRG7-L List does not, for example, include job postings, personal news about regional library staff, and individual business items from the MLA chapters.

We started the list with a small number of libraries subscribed, since at that time, not many institutions had electronic mail capability. In the last three years, that number has grown significantly and as of August 1, 1997 there are 304 members. As Network

member libraries gain e-mail access, once they inform us of their address and contact person, they are automatically added to the list.

**List Policy:** Our original policy in adding addresses, was to include a single address for each member library. This was usually the library director, but whatever the person's position in the library, he or she was asked to forward the messages on to other staff. In this way we felt that when asking for comments and opinions on particular issues, the system of "one library one vote" would equalize the voices of our entire membership.

We are always conscious of the growing number of e-mail messages in all of our mail boxes, so we try to keep the number of our messages down. We appreciate the responses we get to our occasional questions, e.g. our recent mailing on proposed changes to DOCLINE routing, and feel that this can be an

effective way of hearing from regional librarians.

**Adding People to the List:** Recently we have had requests from some regional librarians to extend our list to include other individuals within Network member institutions which are part of the list since they do not always see the Listserv messages. We are happy to extend the list in this way and will add any staff member's individual e-mail address upon request. If you are interested in being included, please email, fax, or phone in your address, to Michael Miller, along with your name and your institution. If your library is not a Network member, we would be pleased to send you membership information.

If you have any suggestions for other types of information you would like to see on our list, please contact me or Michael Miller at the PSRML office. ★

## Comings and Goings

**Jules Darren** has resigned her position as Information Technology Coordinator as of July 1997. Jules was the first librarian to fill this new PSRML position created to assist health sciences librarians and health professionals in Region 7 to gain access to and effectively use the Internet. During her tenure she developed a series of Internet classes, restructured the PSRML Web pages, and participated in the cooperative development of BioSites, a searchable database of biomedical Internet sites. We wish her all the best in her future career.

**Dorothy Fletcher** has joined us as part time administrative assistant. Dorothy comes to us from the UCLA Library's Financial Services department. We are very happy to have her on board.

# Network Membership Update

by Heidi Sandstrom

Last November, NN/LM Membership Questionnaires were sent to 636 "Member" and 403 "Non-Member" institutions in Region 7. Although questionnaires continue to trickle in, to date we have received 485 renewals from current Network Members. Twenty-one "Members" no longer have health science collections and/or no longer provide information services to health professionals, so their membership has been "closed" in our database.

We obtained a very low response rate from "Non-Members"; of those who did respond, fifteen became new Network Members and seven were "closed" in our database. Membership has been continued for those Network Members who have not returned their questionnaires, although we cannot update their institutional information in our database.

Certificates have been mailed to all Network Members. If you haven't received yours, or if the information on the certificate is incorrect, please let us know as soon as possible. Although

our next formal membership drive won't take place until the new millennium (actually, four years from now) we will continue to update information in our database as you notify us of changes. Please help us keep our information current. You can call, email, fax or mail changes to us at any time; if you are notifying us of fairly extensive changes, we would be happy to send you another questionnaire. If we haven't heard from you, you can expect to hear from us at least on a yearly basis.

If you know of any potential Network Members who could benefit from our services, have them contact us and we will send them a New Member Information Packet.

**Thank you** for joining your colleagues of the National Network of Libraries of Medicine in supporting the goal of providing equal access to biomedical information to all of our nation's health professionals.

Don't forget to spread the word... ☆

## One-Stop Shopping

For information on several programs which facilitate **document delivery** and are supported by the National Network of Libraries of Medicine, check out NN/LM's *Document Delivery Service Information* page at the following URL:

**[http://  
www.nnlm.nlm.nih.gov/  
nnlm/docdel](http://www.nnlm.nlm.nih.gov/nnlm/docdel)**

Here you will find information on DOCLINE, DOCUSER, SERHOLD, and Loansome Doc as well as a link to the QuickDOC File Archive. Various NLM Fact Sheets and other NLM materials are available at this site as well. In particular, you can access the recently updated (March 1997) *Online SERHOLD Procedures Manual* by clicking on "Serials Programs and Services" from this page.

# LIBRARY TECHNOLOGY REPORTS

**P**SRML subscribes to *Library Technology Reports* as a service to regional libraries. Any of the following can be borrowed on interlibrary loan from the Louise M. Darling Biomedical Library at UCLA.

**May - June 1995**

**volume 31, number 3**

Digital Library Concepts and Technologies for the Management of Library Collections: An Analysis of Methods and Costs

**July - August 1995**

**volume 31, number 4**

Facilities Planning for Technology

**September - October 1995**

**volume 31, number 5**

Electronic Commerce in Library Acquisitions with a Survey of Bookseller and Subscription Agency Services

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# Considering Telnet Clients

*by Heidi Sandstrom*

**I**f you have been struggling with printing receipts when you access DOCLINE via the Internet, read on...

Colette Hochstein of the National Network Office announced in July that NLM has put up a new page on its Internet Website entitled "DOCLINE, the Internet, and Telnet". It's located at:

**[http://www.nlm.nih.gov/psd/cas/docline/doc\\_telnet.html](http://www.nlm.nih.gov/psd/cas/docline/doc_telnet.html)**

Telnet is an abbreviation for **Teletype Network**, a protocol or set of rules which allows users to login to other computers on the Internet. A telnet client is a software program that enables a telnet connection to work. This new page features information about three telnet clients that, according to the page, "require minimal configuration and provide a number of features that are especially helpful when telnetting to DOCLINE". It also provides links to the vendors marketing these clients. The clients are Anzio Win, NetTerm, and SmarTerm 420. We have already received positive feedback at PSRML from Network members who have tried these clients and are pleased with their functionality.

NLM is strongly encouraging all libraries to access DOCLINE via the Internet by the end of 1997, in order to decrease the telecommunication costs associated with providing access through its FTS2000 "800" number. This new Website should make the transition easier! ★

## 1998 MLGSCA/NCNMLG Joint Meeting

### INFINITE VISTAS: CREATING THE FUTURE, CELEBRATING THE PAST

February 12 - 14 1998 Tucson, Arizona

**M**ark your calendars for the next Joint Meeting of the Medical Library Groups (MLGSCA and NCNMLG) which will be held in Tucson, Arizona in 1998. A Web site has already been set up for information about the meeting and the Tucson area:

<http://ahsl.arizona.edu/infinitevistas>

As always, PSRML staff will be there to visit with you, bring you up to date on what we are doing, and hear from you about your concerns and needs as health sciences librarians in the Pacific Southwest Region. ★

### Upcoming Events

**October 1997**

1      NLM Resource Grants  
Deadline

**February 1998**

12-14   MLGSCA/NCNMLG Joint  
Meeting  
Tucson, Arizona

## PSRML Internet Classes

**P**SRML presently offers two basic Internet classes for health sciences librarians:

- **Breaking through the Net:** a basic introduction to Internet functions, the World Wide Web, Web browsers, popular search services, and gaining access to the Internet (2 hrs)
- **Internet Search Services:** a closer look at search services available on the Web, including types of services, principles of retrieval, indexing, and search strategies (2 ½ hours)

Both classes emphasize gaining access to NLM and other health-related resources, and include hands-on.

If you are interested in attending one of these classes, please contact our office. The minimum number of attendees needed for each class is 8 people. Classes are taught at our microcomputer training room at UCLA, but if there is enough interest, we can schedule one in your local area. Both classes are free to staff from Network Member Libraries; for others the fee is \$35.00.

We plan to offer other, more advanced Internet/Web classes in the future, when we have filled the position of Information Technology Coordinator. ★

University of California, Los Angeles  
PSRML/Louise M. Darling Biomedical Library  
12-077 Center for the Health Sciences  
Box 951798  
Los Angeles, CA 90095-1798  
BK35

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